Reporting safety defects for U.S. owners

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying the Lexus Division of Toyota Motor Sales, U.S.A., Inc. (Toll-free: 1-800-25-LEXUS).

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Lexus Division of Toyota Motor Sales, U.S.A., Inc.

To contact NHTSA, you may either call the Auto Safety Hotline toll-free at 1-888-327-4236 (or 366-0123 in Washington, DC area) or write to: NHTSA, U.S. Department of Transportation, Washington, DC 20590. You can also obtain other information about motor vehicle safety from the Hotline.